# MANUFACTURING EXTENSION PARTNERSHIP Success Stories from the Field

# **J Custom Supply Company**

**Manufacturing Extension Partnership of Louisiana** 

IT Assistance Helps J Custom Supply Company Cut Communication Expenses

### **Client Profile:**

J Custom Supply Company is a family-owned business located in Zachary, LA. The company, founded in 1979, employs 5 people. J Custom Supply is a manufacturer of power distribution devices for sale internationally.

### Situation:

J Custom Supply wanted to upgrade their information system in order to comunicate better with customers and increase productivity. The company was operating on Macintosh computers and had difficulty locating accounting software and internet services that were efficient and compatible. J Custom Supply contacted the Manufacturing Extension Partnership of Louisiana (MEPoI), a NIST MEP network affiliate, for assistance.

#### Solution:

MEPoL brought in its project director and IT expert, Lenn Chiasson, who provided a new hardware system, upgraded the PC operating systems, installed a firewall, and configured internet and e-mail. MEPoL also helped J Custom Supply obtain partial funding for the project from the Small and Emerging Business Development Division of the Louisiana Department of Economic Development.

#### Results:

- \* Increased accessibility to website, for company employees and clients.
- \* Increased sales.
- \* Reduced mailing expenses by 30 percent.
- \* Improved communication between employees and clients.
- \* Trained employees in use of upgraded information system.

## **Testimonial:**

"The service from MEPoL was a wonderful experience. There was plenty of communication and adherence to what we needed to have done. I would recommend and rate Mr. Chiasson with top honors. We couldn't have done it without his assistance and service beyond duty. A great big 'Thank you' to Mike Scott and Lenn Chiasson."

Joan Fendlason, Accounting Manager

